








Final Primary Care and You Report

(Completion rate: 89.89%)

Do you currently have a family doctor?

Response	Chart	Percentage	Count
Yes		93%	812
No		7%	60
Total Responses			872

If Yes - which clinic do you visit your family doctor at?

Response	Chart	Percentage	Count
Bashaw Health Centre		14%	113
Daysland Medical Clinic		12%	103
Gemini Health Medical Clinic		22%	180
Smith Clinic		44%	364
Other		9%	72
Total Responses			832

If Yes - which clinic do you visit your family doctor at? (Other)

Killam	9
Wetaskiwin	6
Beaumont	1
Leduc	1
Castor	2
St. Albert	1
Edmonton	3
Cold Lake	1
Tower Clinic	1
Red Deer	5
Prince Albert	1
Lacombe	3
Forestburg	14
Stettler	1
Viking	2
Devon	1
Sherwood Park	1
Barrhead	1
Brooks	1
Family Medical	1






If No, please state reason why you do not have a family doctor?

Response	Chart	Percentage	Count
Haven't needed one		4%	20
Can't find one in my area		3%	17
I want to change family doctor		2%	13
Not applicable - I have a family doctor		85%	442
Other, please specify...		5%	28
Total Responses			520







If No, please state reason why you do not have a family doctor? (Other, please specify...)

I visit the clinic- who has time to see me	He retired
She went into a specialty	Mine left
Family doctor retired	Would like to find a family doctor in Camrose but so far I haven't found anyone that seems very interested in taking me as a patient. I have a rare illness and need a doctor who cares and wants to help me with the health challenges I face. Haven't found THAT doctor in the Camrose area as of yet
Just moved here	New to the community
Live just outside of Camrose could not find a doctor here. Had a family doctor here however not a good match, communication problems, over medication, not finding a solution to the problem etc.	Need a good doctor in Alberta. Work on the road away from home lots.
New to area and haven't needed one	Don't like the only one taking new patients
I have had my doctors stop working in the area and every time I phone to get an appointment, I get no help	Can never see the same one....mine leaves for the winter
my doctor went back to south America	when I do need one, can't find one I like/trust/understand
I don't have one	Looking for a doctor who's accepting new clients
Just moved to Camrose	Only need a doctor when I need one
Haven't found one I like since our family doctor switched positions	Family Doctor moved and I haven't been able to get a new one
Family has different doctors	Just moved here
My doctor left, shortage of doctors. Patient of the Daysland Clinic. Will be a patient of ne doctor when he arrives.	They come and go in small communities
Forestburg on last Friday of the month	






When was the last time you visited your family doctor?

Response	Chart	Percentage	Count
Within the last month		40%	349
2 to 5 months		36%	315
6 to 9 months		10%	86
9 to 12 months		5%	46
12 months ago or longer		8%	73
Total Responses			869

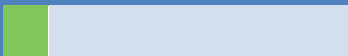

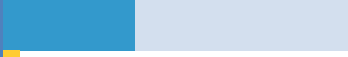

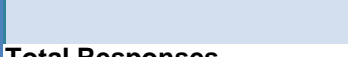
How many days do you usually have to wait until you can get an appointment with your family doctor?

Response	Chart	Percentage	Count
Same day		4%	32
Next day		5%	43
2 -3 days		21%	183
4-7 days		32%	276
8 days or longer		33%	280
Don't usually get an appointment with the family doctor of my choice		5%	44
Total Responses			858






When you arrived for your last appointment at your family doctor's office, how long did you have to wait to see your doctor?

Response	Chart	Percentage	Count
Seen on time or early		8%	65
Less than 15 minutes		27%	229
Between 15 and 30 minutes		43%	371
Between 30 and 60 minutes		17%	147
1 hour or longer		5%	47
Total Responses			859

On that occasion, about how much time did you spend with your family doctor?

Response	Chart	Percentage	Count
Less than 5 minutes		13%	114
Up to 10 minutes		42%	364
Between 10 and 20 minutes		38%	329
Between 20 and 30 minutes		5%	45
30 minutes or longer		1%	11
Total Responses			863

On that occasion, please check off all that apply to your visit with your family doctor:




Response	Chart	Percentage	Count
He/She gave you enough information		64%	550
He/She answered all your questions		69%	585
He/She took appropriate action (gave you the right medication, treatment, tests, advice?)		78%	667
Took the time for you		62%	525
Other		8%	65
Total Responses			853

On that occasion, please check off all that apply to your visit with your family doctor: (Other)

It was not a good experience	Not enough info
Referred me to another doctor	Had no time to deal with anything.
Refills	We actually saw an intern doctor only, they were able to do what we needed and we carried on
Refills, form for WCB	Reliant on lab tests and thorough
Cares about me & my wellbeing! She's not just rushing me through the door!!	Not enough time rushes you out
Didn't have time to answer all my questions	Altered my test request
Great doctor	Due to not being able to see our regular family doctor information and questions were not answered as he did not feel he had the time and we were rushed
Very rushed	My wife has terminal cancer with less than 6 months to live and Dr. Snyman has been a blessing for us
Has a student who spent more time with me	Filled my prescription But answered none of the questions I had on the new medication
Always pleasant	Filled out forms
Referred me on for a test	She is always behind in her appointment and in a hurry
Not sure if I'd ever go back	Was a meet and greet
Referred to another doctor	I wasn't happy with how things went
None of the above	Very personable and attentive
Reassurance	Prescription refill
None of the above	Dr. Neimann in Daysland is awesome, he always have time for you & if can't answer your questions or find out what's wrong he will find the answer or send you to a specialist
We had a difference of opinion as to what was the right next step at that point	Compassionate and understanding
Referred me on to another doctor	A person can't get an appointment with her - booked for over a month!
At that visit agreed to be our new family doctor	I had pneumonia. It took 3 visits before the appropriate medicine was dispensed, after a visit to emergency and a visit to a doctor at the walk in clinic
Did not listen to everything I needed to tell him regarding my current file at Daysland clinic.	Did not take time to go over any options
Not enough info. Need a follow up	Didn't listen to me/address my concerns
She completed some medical forms for me	Renew prescriptions
He made me feel looked after	Seemed rushed
I received a small giggle and was told that my ailment "sucked"	Spent the majority of the time on the computer reading my chart
Also some personal opinions I didn't think where appropriate about my	He was not happy about my paper work he had to fill out

employment	
Felt rushed	Is always very upbeat in our encounters
Referral	Referred to appropriate specialist
Flu shot	Asked to be sent to see Primary Care in Camrose, he refused.

Did your family doctor treat you with courtesy and respect?

Response	Chart	Percentage	Count
Yes		97%	832
No		3%	22
Comments		4%	37
Total Responses			859

Did your family doctor treat you with courtesy and respect? (Comments)

Always feel rushed	As well - kindness and caring
Awesome doctor - has a holistic approach - considers all types of treatment	He always does
Always	Except for not letting me ask all my questions
Sometimes derogatory	I am a new patient, and I feel that my doctor does not respect the fact that I have known my body for 77 years
Dr. Snyman his staff and all staff at hospital have all been very kind and understanding	I love my doctor
Usually	Yes when I see her, but I really don't appreciate how my time is not important to her
But was behind schedule	Very caring and thorough
Hurried, rushed, abrupt	Always rushed
Always takes the time for me	I trust him with my life
He asked me what he could do for me .When I started talking he told me to wait until he could find my file	Always
One of the few doctors that actually does	Not reliable on time of appointment, but at appointment knowledgeable and helpful
Always	A little rude, but overall ok
Very caring	Family doctor is not as thorough as he could be but in process of changing docs so hopefully all will be good

I am really happy with my doctor	They always do
Didn't want me to ask for different tests	Always does, very respectful
I get treated like a hypochondriac and told my chronic pain is in my head	He informed me that neither he nor my druggist had to give me anything for my pain
Just felt rushed	She is excellent and personable
Dr. Awakan and Dr. Letley are awesome! Professional, informative and personable	A fine doctor
Always	

In the last 12 months, was there a time when you wanted to see your family doctor for something urgent, but couldn't due to any of the following reasons?

Response	Chart	Percentage	Count
Clinic was closed		8%	69
Phone system difficult to navigate		3%	22
Could not get an appointment within reasonable timeframe		42%	352
Not applicable - always saw my doctor immediately		40%	336
Other		15%	127
Total Responses			839

In the last 12 months, was there a time when you wanted to see your family doctor for something urgent, but couldn't due to any of the following reasons? (Other)







Not applicable - did not need to see doctor for something urgent	My slowness in seeing my doctor is more due to my procrastination than to any slowness on the side of the medical community
NOTHING URGENT	He was a way on vacation
Didn't have an occasion, as described	Non urgent only and was told to call him for test results
No family doctor	Not required
I can rarely get an appointment when my kids are sick	What is the definition of urgent?
Nothing urgent	Have to go on a waiting list to have a pap. I find this to be unacceptable!
Daysland Medical Clinic always tries to fit you in if you need an	N/A

appointment if you are not feeling well. Killam clinic tells you it will be 2 weeks or go to the ER. That is why I do not doctor in Killam.

No occasion	Doctor away
Did not need to see him urgently	N/a - nothing urgent in the last 12 months
Couldn't get to St. Albert. It's a big trip when you're really sick	Doctor was away
N/A	Nothing urgent in last 12 months
On holidays	Doctor on holidays
Doctor was called out for an emergency	Went to medi-center
Never had urgent need	He was on vacation no big deal
No need	I have always been able to wait
Have trouble with receptionists they are very rude and abrupt	No
Just became my family doctor	Haven't required to see the doctor urgently
The staff at the Smith Clinic who answer the phones are extremely rude and unhelpful	Doctor was away
No	New Patient
Travelling distance	NA=no need to see one
Currently waiting for test results and cannot get an appointment for over a month	I do not see a doctor
Appointment made within a few days	Only see doctor for annual
Doctor on holidays	Never had any trouble getting in
Doctor was on holidays	Doctor was away/unavailable
At work for 112 days	Doctor was away and I had to see someone else
Previous family doctor at Gemini was often not in either off in the PM or had a student/replacement the office so I switched doctors	Doctor on vacation
NA	Have not had urgent need
Needed prescription	She also works out of Forestburg
No need to see for something urgent	Can't get into a family doctor. No female doctors are accepting new patients
I can't get into my doctor for 5 weeks. She is totally booked	She was on holidays
I always try to plan ahead and book my appointments well in advance	Never needed
I've never needed to see my family doctor urgently	If it something urgent and the clinic was closed, I would seek care through the hospital
No urgent matters	Not in office
Would seek other medical facilities	Was told to call at 8:30am and should be able to get an emergency appointment
Family emergency	Never had any problems getting in
No, if it was urgent enough I just go to emergency and get who I get	Never had that
Just recently moved to Camrose	Doctor away
If my doctor wasn't there I was able to see a different doctor	My doctor was not available
Not immediately	Booked month plus in advance

Went by ambulance	No
Nothing urgent	He was away
Doctor on holidays	Needed a reprint of an RX and was told I would have to wait a month for a medication I was supposed to be taking daily
Not needed	Fit me in within 24 hours
Have moved to new location	Doctor was on holidays, no big deal
No need	He was on vacation
In another city	N/A
Nothing urgent	Gone on course for 2 weeks
Just moved here in May 2013	Appointment cancelled – Doctor not in office
More convenient to go to walk in clinic	Had to travel to another location (no emergency)
Nothing urgent	Have not had urgent care concerns
No nothing urgent	Never needed one
I don't need urgent visits	I haven't had an urgent problem in the last 12 months
Friday evening attack	No problem getting in
Did not have anything considered urgent to me	Never anything urgent
Had to travel to another location(no emergency)	Saw doctor in a reasonable time frame
Away - saw another doctor	Any doctor Forestburg last Friday

On that occasion this happened, what did you do?



Response	Chart	Percentage	Count
Went to the emergency department at the hospital		19%	150
Went to the walk-in clinic		26%	211
Tried to see a different doctor		15%	119
Nothing		9%	71
Not applicable		37%	297
Other		7%	56
Total Responses			800

On that occasion this happened, what did you do? (Other)



Made an appointment for when he returned	Talked to my pharmacist
Went to Daysland clinic	Nursing back ground and there is health link
Waited a few days and symptoms subsided	Took care of my child's ear infection myself
Just ignored my symptoms	Took the next available appointment
Have to wait!	Went to the walk-in but it closed earlier than posted hours that day and had to take child to emergency
Saw another doctor	Went to podiatrist in Edmonton
Rebooked another appointment	Went to another doctor
Health Link	Never been necessary
Came to Daysland	Took the appointment offered as I wanted to ensure that I had follow-up for the test results
Went to another town and was seen within a few days and continued to be treated by that doctor for about a year and a half. When I called for follow up appointments I was booked with in a day. I gave up going to Smith Clinic because it too long to see my doctor	Made an appointment as soon as I could get in
Tried to get another appointment	Just kept phoning for an appointment
Was horrible	If I couldn't see my family doctor I would wait to see how much worse its getting and if it get worse I would go to emergency in Daysland
Saw a different doctor	Walk in open but would not take any more patients at 4pm - open until 7pm
The doctors I have seen there are amazing too, especially for a walk-in	Waiting and hoping for a cancellation
Made the appointment at the same time I was seeking alternate care, and ended up having to see my doctor to get the necessary care	Emergency visit, walk in visit, neither of which dealt with the issue. I had made an appointment with my doctor as a precautionary measure (2 weeks after I needed it) but I ended up having to keep the appointment to receive the necessary treatment. I ended up missing 2 weeks of work because of it
Went home	See above reason
I had pneumonia, and after a visit to emergency, and a visit to the walk in, I went to see the doctor, keeping the appointment I had made at the onset of the illness, 8 days earlier	Always get in with my doctor
Seen stand in doctor	Saw another doctor
Made appointment but took 2 months to get in	Went to a different clinic
Ambulance	Rescheduled for 2 days later
I was told to go to walk in but they only do 10 day scripts so I had to stop taking antidepressants all together. Almost 3 months and I still feel withdrawals, but I refuse to see a Camrose doctor ever again	Had to find a new doctor
Rescheduled - received Rx extension from pharmacist	Went to emergency at another center

Never occurred	Saw my own doctor
Booked appointment later	Waited
Was able to see doctor quickly	



Did you know there is a Primary Care Network (PCN) in Camrose?

Response	Chart	Percentage	Count
Yes		78%	665
No		22%	191
Total Responses			856

Has your family doctor made you aware if they are part of the Camrose PCN and what programs/services you have access to?

Response	Chart	Percentage	Count
Yes		38%	322
No		62%	526
Total Responses			848

In the last 12 months have you been referred to or seen by a healthcare provider at the PCN (nurse, dietitian, social worker, pharmacist, mental health liaison)?

Response	Chart	Percentage	Count
Yes		28%	241
No		72%	612
Total Responses			853

If yes, please check all that apply to the visit with your PCN Health Care Provider:

Response	Chart	Percentage	Count
He/She gave you enough information		28%	196
He/She answered all your questions		24%	169
He/She took appropriate action (gave you the right medication, treatment, tests, advice?)		42%	299
Took the time for you		19%	135
Not applicable, have not visited the PCN		46%	324
Comments		5%	33
Total Responses			707

If yes, please check all that apply to the visit with your PCN Health Care Provider: (Comments)

Found very helpful	He's great
Awesome, love them	Good to know for here
Very cooperative	Just started. Answered all my questions and is listening to me
Referred by a friend	Everyone has been helpful, friendly and fantastic!
Very, very pleased with Camrose PCN - do not lose it!	Don't think they provided me with any added benefit to seeing family physician
Have asked in past to see dietician etc. but no referral or information provided	Treated really nice
They are the best	My doctor referred me to PCN for diabetes issues, but we didn't discuss any other areas PCN could help with
Diabetic counseling. Awesome experience with Michelle	Appointment in December
Very cooperative	We had to ask our family doctor for a referral but once we got it, very pleased with PCN staff
Found all caring and helpful	Very receptive and knowledgeable staff
Didn't visit PCN but had the chance	For my pregnancy
I find all the workers at PCN to be very knowledgeable and helpful	Wonderful
This is my first visit. They're good so far though	Followed up with us
Always a positive experience	Better info than the doctor

She is great!

Dietitian

She was very good. Lots of good information

Did the PCN healthcare provider treat you with courtesy and respect?

Response	Chart	Percentage	Count
Yes		32%	242
No		0%	2
Not applicable		67%	511
Comments		2%	13
Total Responses			768

Did the PCN healthcare provider treat you with courtesy and respect? (Comments)

Very nice and friendly	I never ended up going
The last time I was seen by a Camrose physician I did not feel I was given the time to even be treated with respect	Very courteous
They were all very good and helped me get my diabetes under control	All the staff is wonderful and helpful!
Absolutely! A pleasure to attend the PCN	Very pleasant
For my pregnancy	I once went with a friend to see a nurse at emergency for an attempted suicide and the nurses seemed to be indifferent to her situation. I am NOT comfortable sending anyone to the Camrose emergency room as the nurses seem to be indifferent towards providing healthcare
Working at the University I have had to take two first year students to emergency for alcohol poisoning. Both me and the student were treated disrespectfully and it was clear that the nurse did not agree with the students life choice to go out and drink - she made it very clear. Yes people sometimes wind up in emergency for doing stupid things but that does not mean that after waiting an hour to see a nurse or a doctor that the said nurse can be so dismissive and demeaning to the patient	Not really
Haven't been seen yet	

How many times a year have you had to use the hospital emergency department and/or walk-in clinic because access to afterhours care was limited or unavailable?

Response	Chart	Percentage	Count
Not at all in the last 12 months		45%	381
Once or twice		40%	337
3 to 4 times		12%	100
5 times or more		4%	31
Total Responses			849

Are you satisfied with the options in your community for after-hours health care access? (ie: walk in-clinic, emergency department)

Response	Chart	Percentage	Count
Yes		60%	502
No		34%	284
Comment		24%	200
Total Responses			842

Are you satisfied with the options in your community for after-hours health care access (i.e. walk in-clinic, emergency department) (Comment):

Wait time at walk-in and emergency is long. Had to wait for hours multiple times	Daysland Emergency is fantastic
Walk-in clinic hours are limited	Lack of after-hours health care leads, unfortunately, to more visits to emergency department. Many of these are inappropriate and could be easily handled by another service
Both walk in and emergency have extremely long wait time sometimes two to three hours	Emergency wait times are horribly long. Walk in depends on the day
Not sure as I have never had need to use after hours	The emergency department is too busy to accommodate everyone

Usually this is sufficient, but there are times when more walk-in hours would be nice	I think much of what is handled at the emergency could be done by cheaper health care professionals such as a nurse practitioner
I'm glad that options exist, but I worry about continuity of care when I'm seeing random doctors	The wait is too long when one is in great pain
Walk in clinic hours are not sufficient and emergency room is then used for non-emergency issues	Hours at walk in are too limited causing the ER to be used for non-emergency issues
Walk-in has long waits and sends people to emergency	Unreasonable wait times at walk-in clinic. Need more than one doctor working at the clinic at the one time
Not enough after hours service	Walk-In Clinic could be open longer hours
Extremely long wait	Additional after hours walk in clinic would help working members of the community
The hospital is inefficient , not seen quickly enough left alone for long periods on the bed	On occasions
They let me wait with my newborn in the ER for 9!! hours	The walk in clinic is unable to prescribe many medications, the wait is very long and patients are made to feel that we are an inconvenience
Not open late enough	Wait times are excessive at St. Mary's Hospital
Need longer hours, more doctors	You always see the same doctor at the walk in clinic and the emergency is always so busy you wait forever
The waiting list to see new family doctors is too long. There are not enough doctors in the Camrose area, and each time a new doctor starts the wait time for an appointment is too long	No walk in clinic at Daysland, but their system works
Need longer walk in clinic hours - evenings and Saturdays	Walk in is too hard to get in to
Not long enough hours, too busy when I arrived	No walk in clinic available on weekends
Hit or miss, last ER visit was a night mare considering I needed 6 stitches in my head and left after 2 hours waiting and went to my family doc as her clinic was then open, too many people abusing it instead of regular clinics	Much better the cold lake Alberta
Walk in clinics should be open 7 days per week	Have not personally had to use these options; not satisfied with the care received by other family members
Would like a women's wellness clinic	Increased access to walk-in needed so emergency room not accessed for non-emergencies
Camrose Emergency Department has long waits and not very good bedside manner	THE SMALL TOWNS NEED AN EVENING CLINIC TO ACCOMIDATE THOSE CLIENT USING ER BECAUSE THEY CAN'T GET INTO THE CLINIC DUE TO WORK
Have not had to use it	I'm glad of the walk-in but the hours are limited and the wait is almost as long as at emergency
LONGER WAIT TIMES AT BOTH	Extremely long wait times at both walk in and emergency. People use emergency as clinic doesn't have either long enough or too long wait times therefore people use emergency when not a true emergency
The times that I have had to use the walk in clinic the wait time was	Wait at walk-in was very long

extremely excessive (more than 3 hours). I also have a compromised immune system so having to wait that long in the waiting room is not healthy for me. There have been times when the doctor working at the walk in clinic has stopped accepting patients hours before the closing time. At the hospital they tend to try to accommodate my immune system better	
Did to the length of time to see family doctor taking 2 months too long then have gone to walk in and told at 4pm nit taking anyone else	
The nurses /desk clerks at the Emergency department are not professional. They chat/visit rather than support patients. I think the emergency department should be aware if their surroundings and their duties/tasks at hand. The doctors have been great and seen me or my child within a reasonable time frame. It was the nurses that took 1hr plus to administer a needle and send us home	Wait times at the walk in are too long, with little time given with the doctor
Walk in clinic is totally inadequate	No comment as we have never had to utilize the after-hours services.
Very long wait at walk in clinic over two hours	We need to have a walk in clinic every day for at least 4 hours
Walk in hours are too limited	Walk in has special hours only
Long wait time to emergency	Satisfied for now but as population grows so will the need for options
Walk in clinic start way too late in the day which is very inconvenient	Too long of a wait
Ridiculously long waiting room times	More access to after-hours services
Walk-in clinic needs to have longer hours	The emergency should be used for emergencies only. Basic treatments should be offered at the walk-in clinics. Often the doctor sends people to the emergency department that are not emergencies
I am satisfied to date but this might change if my health were to deteriorate.	Have not used
Should have a walk in clinic available on Saturdays	Waiting time at both walk in-clinic and emergency waiting times are too long
Have not had to use enough to comment	Not well advertised, short hours, wait time too long
Camrose needs an option other than the emergency department for conditions that can't wait over the weekend but don't require emergency attention (or better triage). The walk-in clinic doesn't have enough space for the number of patients who show up	Walk in-clinic wait extremely long
The wait is too long	The walk-in can be complicated in that they will cut off the number of patients - this happened on a Saturday, or that they will close earlier than posted
Weekend walk-in clinic should be explored, as the only other option is emergency with wait times that are too long for at time a simple prescription	Would like the walk in clinic to have longer hours
Walk-in is usually ridiculous. Wait times - that is even if you can get in!	I have my own doctor but it takes a few weeks to get into her, if I need her in a few days

Not aware of at this time. New to province.	Tofield area
Need more walk in hours	Long wait time but understandable
Wait time is 2-5 hours in Stettler	None available
Don't know of anyone that needed to	Not had to experience this
Walk-in hours are limited. Emergency should not be used for regular care. The problem is that regular care appointments (such as a rash I have not had before) take too long to get in.	Wait times are too long
I live in Bashaw so would need to go to Camrose if emergency	I do not like going to the emergency room the nurses make you feel like you are bothering them and wasting their time. I find the most of the nurses very rude
Thankfully we haven't needed it	Emergency department was not a good experience what so ever, the wait was so long 55 minutes before they even got my name and asked what was wrong with me and then I sat for another 35 minutes
Have needed after hours care	Both my adult children who have returned home in the past 12 months have been unable to get a family doctor
Sometimes you are feeling well and the walk-in clinic is very busy. There is not much room and it can be bad to sit and wait when you aren't feeling very well	Wish we had an emergency department
Wish we had an emergency department or walk in clinic	Long time to wait to even be triaged in emergency
Always busy	Walk-in is always busy and closes early
Emergency could do better	Long wait times though
No experience to base this on	Very long wait
Need care with more Holistic approach	No long wait times at the Daysland Hospital
They are way too busy and it is congested at the old uptown location!	Walk-in clinic should have longer/better hours
Emergency very slow	Long waits at walk in clinic during busy cold/flu season
There should be more than 1 doctor at the walk in so everyone can see the doctor between the hours open not just the unemployed. Fore people that work full-time and need to see the doctor does not leave any opinions other than emergency	Haven't tried to use in the past few years so don't know
Doctors at the Hospital are really nice	Sometimes
Need a medi-centre open till at least 10pm each night	Walk-in needs to offer more services X-ray and have a more friendly receptionist
Walk in needs to have more doctors so the wait is not so terribly long	Sometimes the waits are far too long
Don't know, never used	Stop gap measure. These visits are rarely sufficient to preclude an appointment with my regular doctor
I moved to Alberta in July therefore have not had to access this option	Don't know
Walk in clinic and Emergency are, in my experience, stop gap measures that don't address the situation that brought me to them, unless the nature of the visit is an injury	Don't know, haven't needed it so far
Stop gap care. In every situation, except injury, I still required an	Clinic could be open sooner and longer

appointment with my family doctor Increase hours at walk in	I live in Camrose. Walk-in clinic often does NOT accept patients BEFORE the time they are scheduled to close!
Walk in clinic and emergency department is ridiculous for wait times NA	Barrhead emergency is minimum 1 hour wait Having just recently moved to Camrose can't really give an answer
Go out to Daysland	I live in Ryley-PCN are in Tofield. I drive to Daysland 45min to see a doctor
Walk in hours are terrible and sometime you have to wait over an hour to see someone	The wait was over 5 hours almost every time. Between 2-5 hours
Not sure - haven't had need for after hours Some doctors yes some doctors no	Other than the expected wait time Always have to wait hours
Walk in closes too early	The Camrose doctors work the hospital so I won't go there either. I am always told to see my family doc about the problem
Walk in clinic should operate 7 days a week	Wait times are long from what I hear
Overall yes, but sometimes in the walk in clinic it is so full that people get turned away due to time Need more labs for blood work	Varies in each instance as to wait times and it can be difficult depending on your circumstance for being there It is definitely better than some... Would there ever be enough - I recall people coming from Calgary because the drive to Camrose was shorter than the wait at Emergency there
Long waits, when you are sick, or have a sick child	Emergency nurses are rude and very condescending. I am not comfortable sending anyone with mental health concerns to the local emergency room in Camrose.
Wait time is extensive	Walk in clinic needs more consistent hours of operation
Length of waiting time is too long!	Wait times are ridiculous
Walk in clinic should be open longer	Not applicable. Haven't been here long enough
Wait is long at walk-in clinic	Doctor on call was rude and made me feel I was wasting his time (I was there for a 2yr old child who smashed head on concrete & had large bumps and scrapes. Waited for 1 hr. Only 1 other person in waiting room
No emergency	There is none located in Bashaw
We don't have one in Bashaw	Have no walk in in Bashaw
No after-hours options	Not sure
Don't know one have not had to use one	Never had to use walk in services
Long wait times	No options in Mirror or Bashaw
Don't have one	No care after hours
After driving 30 miles to emergency	No need for one!
Not a facility in Bashaw	Have used emergency in past-just not in the past 12 months
There is no where to go in Bashaw	Need to go to Red Deer for after-hours Care
There is no emergency department in Bashaw	Emergency would be nice to have
Should never have closed Bashaw Hospital	Never had to use it here

We can only get sick between 9-4:30pm, Mon-Friday. If we do, we have to call the ambulance, or drive 40 miles to the nearest emergency department	No after-hours doctor in Bashaw, go to Camrose
There is no option or service after hours and weekends	No after-hours care in Bashaw go to Camrose
They have such a line up (2 hour wait)	No emergency available in Bashaw
N/A	Walk in is difficult
No emergency	No emergency
Have to use Daysland because there is nothing in Forestburg, but Daysland is good	Have to drive to Daysland where the nearest hospital is
It's in Daysland	Have to go to Daysland Hospital for after-hours care
Daysland is 45 minutes-I think that is too far	Haven't needed to

How do you usually get general health information or advice? Please check all that apply.





Response	Chart	Percentage	Count
See/contact a doctor and/or health care provider		77%	642
Call a telephone help line (ie: Health Link Alberta)		29%	239
Search the Internet		64%	531
Look things up in a book or other printed material		15%	127
Talk with friends or family		43%	362
Other		5%	44
Total Responses			834

How do you usually get general health information or advice? Please check all that apply. (Other)

Some of my family members have attended PCN information sessions	Other health professionals that I know
Pharmacists are a great source of knowledge	CMHA worker/ nurse unit 3
Attending a class or course	Camrose PCN
Alternative/complementary providers	Friends who are RN's
Go to Edmonton if no options available in Camrose	Pharmacist
Own nursing knowledge	Talk to my pharmacist
Health Link is useless all they ever say is "see your doctor"	Ask pharmacist

My job - I work in a medical clinic PCN	From medical clinic that I am employed at Natural options
Ask the pharmacist	My sister is a nurse, so I ask her questions
Internet	Talk to Pharmacist
Go to programs offered thru PCN	Have appreciated the advice and help received on visits to the PCN.
I'm a medical student	Natural Path
Alternative (acupuncture, massage, naturopath)	The doctor does not want to take the time to answer general questions. In fact, I have been told in walk-in to limit the questions
I have a couple of nurses in the family so I will use them for a resource sometimes	Lots from PCN
Daughter is an RN	Calling Health Link is a huge waste of time. They ask you a million questions and then don't tell you anything, they say "if it gets worse go to the nearest hospital". That does not help
Ask my wife	The society representing my concern (Diabetes Society)
Ask a pharmacist	Call my mom
Pharmacy	I've had a great nurse who helps at the Smith Clinic
Go to Edgeworth, meet receptionist, talk about programs	Dietitian, gym
Walk in clinic	

Have you visited the Camrose PCN web-site at www.camrosepcn.com?

Response	Chart	Percentage	Count
No		72%	606
Yes - once		13%	105
Yes - between 2-10 times		14%	118
I visit it often (more than 3 times per month)		1%	9
Total Responses			837

How often do you use social media to access information about your community?

	Several Times a Day	Daily	Weekly	Monthly	Less than Yearly	Never	Total Responses
Facebook	141 (18%)	144 (19%)	73 (10%)	44 (6%)	35 (5%)	330 (43%)	763
Twitter	22 (4%)	26 (4%)	25 (4%)	22 (4%)	14 (2%)	519 (83%)	625
Instagram	15 (2%)	16 (3%)	15 (2%)	13 (2%)	11 (2%)	551 (89%)	621
Other	20 (5%)	29 (7%)	52 (12%)	30 (7%)	21 (5%)	290 (66%)	437

If you selected other, can you please indicate the name(s) of which social media source you access?

Linkedin

Pinterest

YouTube

Which local media do you access for information about your community and how often?







	Regular Reader/Listener	A couple times a month	Never	Total Responses
Camrose Canadian	381 (55%)	180 (26%)	137 (20%)	695
Camrose Booster	457 (62%)	186 (25%)	103 (14%)	740
Camrose Morning News	359 (51%)	233 (33%)	114 (16%)	703
Cam FM	143 (27%)	126 (24%)	255 (49%)	523
790 CFCW	155 (28%)	75 (14%)	327 (59%)	555
Channel 10 - Cable TV of Camrose	36 (8%)	48 (10%)	395 (83%)	476
Other	54 (22%)	28 (12%)	159 (66%)	241

If you selected other, can you please indicate the name(s) of which media source you access?

Other sources of media accessed identified were:

Community Press	Interagency
BRSD website	City of Camrose Website
AHS Website	Global TV
Community Bulletin Boards	The Chauqua
Wain FM	Bashaw Community Connections
CTV News	BDSS Newsletter
Rosalind Ag Society Newsletter	Bawlf Village Voice
Bashaw Star	Tofield Mercury
Vegreville News Advertiser	Chamber of Commerce
Edmonton Journal	CDSS Help Book
Edmonton Sun	Red Deer Advocate
Stettler Independent	93.3 Stettler





In your opinion, what is the best way for community members to be involved in the planning of primary health care services?

Response	Chart	Percentage	Count
Give advice about current services		50%	377
Give advice about community needs and wishes		52%	397
Include community members on advisory committees or other types of boards		37%	281
Put suggestion boxes in offices/clinics		30%	225
The community does not need to take part in any planning		2%	12
Other		5%	35
Total Responses			759

In your opinion, what is the best way for community members to be involved in the planning of primary health care services? (Other)

Not really give advice however give personal feedback on current services and community needs and wishes	Round table consultations
As long as being on committee isn't for appearance. It must be for work.	Community meetings, sit on committees, maybe even health forum - internet - post ideas
?	Have reception ask them to provide feedback/suggestions into a drop box at the clinics and hospital
Everyone will have their own really great idea. I just don't have one!	Not sure
Possibly all the above, I don't know	Not sure
I have no opinion	Asked my doctor
Survey needs assessment	Have a reasonable health care system that works for people not money
Have someone conduct one on one interviews with people	Polls in newspaper or Facebook etc. Camrose needs to promote healthy living as a municipal government and provide incentives (financial) to keep citizens happy and healthy
?	Do not know
Internet	Would appreciate local mental health programs

Do you feel you have enough input into discussions about the primary health care services offered in your community?

Response	Chart	Percentage	Count
Yes		26%	210
No, but I want to be more involved		17%	140
No, I don't want to be more involved		18%	147
I don't know		40%	326
Total Responses			811

Would you be interested in receiving an on-line Camrose PCN newsletter informing you of programs, services and upcoming events?

Response	Chart	Percentage	Count
Yes		13%	110
No		52%	427
If yes, please provide email address		35%	283
Total Responses			820






Would you be interested in receiving an on-line Camrose PCN newsletter informing you of programs, services and upcoming events? (If yes, please provide email address):

These have been removed from this report to protect confidentiality and added into a distribution for further PCN correspondence.

Gender:

Response	Chart	Percentage	Count
Male		24%	196
Female		76%	623
Total Responses			819

What age group do you fall into?

Response	Chart	Percentage	Count
18-30		13%	109
31-45		28%	226
46-59		32%	266
60-75		22%	183
over 76		4%	35
Total Responses			819

What are the first three digits of your postal code?

TOB (County of Camrose)	330
T4V (City of Camrose)	487
Other	43

Any additional comments you would like to add:

Moved to Edmonton, but Family doctor is in Camrose - Love my family Doctor, worth the drive!!	Very disturbing to try and use the smith clinic...private fees added for services are exorbitant
I would like to see a different family doctor and was not able to. It is sad to me that doctors are so difficult to get into and if you already have a family doctor no one else will take you as their patient	Do not like the fact you can't have your own doctor in Camrose who will get to know you
I would like to see more communication to all other health care services in the area about the services, hours, disciplines etc. at the PCN	Great Work
PCN - great asset in our community. Keep up the great work	More info about what is available, getting an email address soon
More access to female physicians would be nice especially for physical exams	The doctors are good but need to treat their patients better
I'm simply unaware of what the PCN offers.	Thanks to Camrose PCN for the great work you are doing!
My Doctor is not in Camrose so would not use Camrose services unless my choice	Am very satisfied with care received from family doctor. Only difficulty is that it sometimes a month to get an appointment
I absolutely love my doctor!!	No
I just can't handle the wait time at the emergency hospital in camrose. I	Thank you. You are doing good work...AHS need the help as they are

drive to Daysland instead	not upholding their promise of good services
Not enough female doctors available in Camrose	I would like to say we have received extremely good care through the P.C.N. and the services they offer
None	We in this area are lucky to have such good services offered, if only the public would do their part and go to the appropriate places
Great service	The Camrose PCN is doing a great job
Have used several services through PCN and received much better service that if I had relied on my doctor or other sources	Keep up the good work
I am fortunate to have an excellent family doctor but more doctors are required. How do we encourage government to train more doctors?	I would like to see the PCN offer more for the Pediatric age
Thank you so much for including me in this survey	I think that the emergency unit in the St. Mary's hospital should provide proper items-ex- crutches, etc. when required. A home care unit should be part of the unit. This way a person that requires certain items can purchase or rent and return the items after use. Instead driving all over Camrose looking, also if a person can't walk or drive, how does can person get the items to be able to function
I THINK THIS IS AN EXCELLENT SERVICE AND WOULD LIKE TO SEE THE PCN USED MORE BY COMMUNITY MEMBERS	I would love to access PCN via Facebook - to access info on upcoming programs and events
Will check Facebook to see if I can access PCN there	I think having a service like PCN is absolutely fantastic. Having services together and being able to access presentations and education is great!
PCN in Camrose has been an excellent resource for me and I find it exceptional I think they are too busy for the amount of staff example dietitian, need more help also the specialty program run by Karen needs more help	Very pleased with my doctor
I	PCN should be able to help and assist more than Diabetics and blood pressure patients
So far my limited involvement has been wonderful	No
Discouraging that my 17 year old needs to see a doctor because of bleeding and wanted a female doc but told won't be able to because she has a male family doctor so she won't go to the doctor. The wait time to see	There is confusion between the role of the PCN and the Healthy Living Centre. There is no acknowledgement by staff that there is no connection that one may go to Primary Care but are informed that they need to go to healthy living
Thank you for the opportunity to share our views and experiences.	No
We moved to Camrose last May from Penticton. We love it here. Has everything a large city has. With the small town atmosphere. We just got some hard knocks health wise we did not expect, after we moved here. But we are getting very good help from all involved. Camrose is a city that can be proud	From what I've heard, it is very hard to find a doctor in this community
Usually find out about programs too late to take part	Chantelle has really helped me get informed!
I appreciate the additional care/alternatives the PCN provides	No

I was very grateful for the care at the PCN team provided to me and the information sessions I attended	I believe preventative health is KEY ... so always appreciate those classes
Need all doctors to promote and recommend PCN programs	More participation and referrals to the PCN
Camrose should be very proud of their PCN	I value greatly the access I have to the Camrose PCN. The staff have been very helpful to me
No	I receive most of my medical treatment that is of great value and support for me from the PCN. I do not have a good relationship with my Family Dr. but find it difficult to change because others are not taking new people
PCN are very caring and dedicated. Always helpful and polite	I know health providers are busy but I didn't think they have to be rude and miserable
Never heard of this organization until a year ago. Been helpful since I now know	This is a good step to getting feedback from the community. Seen it on twitter. I do not like going outside of my community to doctor, however when I tried to get in to see the newest doctor was told that it would not be until Jan or Feb that I could do a meet and greet, which was fine however could not make an appointment for them because they did not have her schedule. When I asked when they would have that was told that they did not know and that I would just have to keep calling back. Really keep calling, every day? Every week? Very time consuming and frustrating. Had my daughter in Edmonton talk with her family doctor and I am now going there. They are friendly and make things easy not frustrating
I have used services in another area but not aware of Camrose after moving her	The PCN and associated professionals have been a great help to me. The Weight Wise program is amazing with all its support!
Over a month to see family DR. Seems to be too many secretaries and not enough health professionals i.e. .duplication of people	The best service in the PCN has been the geriatric program under Dr. Val Smith. My 90 year old mother has benefitted greatly from Dr. Smith's clinic
Camrose does not provide adequate after hours service to accommodate fractures, sutures, or other non- emergent injuries. Staff at St. Mary's hospital do not introduce themselves, their role, or ask enough questions to triage a patient appropriately	Overall satisfied with my doctor, but not exactly sure that we should not be allowed to switch our family physician if we felt the need to
Appreciate the opportunity to complete the survey	From what I know and have seen PCN is doing a great job. Keep up the great work!
I find that it is hard to have a relationship with my Family Doctor because it takes 2-3 weeks to get in to see him. I usually only see my Doctor once a year for a yearly physical. The day to day stuff I am forced to see whoever at the Walk in clinic which gives no consistency to my care. My children have no Family Doctor because when they are sick and need to be seen, they cannot get in that day or often not even the next day. I would be forced to bring them to the Walk in Clinic and	I hate how the prenatal clinic is set up in Camrose. I have had 2 children and received excellent HOSPITAL care and this is why I will consider continuing having children in Camrose although seeing 5 different doctors is not ideal as in both pregnancies lead into referral at the last minute to OBGYN and an induction! Both times I was overlooked simply because I was not able to build any kind of relationship with a prenatal doctor I felt at times my safety and my babies safety

see a different Doctor every time they needed to be seen. For me, I am fortunate that they have a Doctor in Edmonton that I can call first thing in the morning and can get them in to see him that day if required. It would be nice if the Family Doctors in Camrose could set aside a few appointments every day to see their own clients that need to see them in a timely manner. This would go a long way to providing consistent quality care and a relationship with a Family Doctor who really knows them. I think the Walk in Clinic is needed just for after hours, evenings and weekends only. The Family Doctor should be seeing their own clients (including those that need to be seen that day) during regular hours.

I have been very impressed with the PCN and hope it continues

I have had people comment how hard it is to find a family doctor. No one seems to be taking new patients

I haven't needed to use your services yet, but I am aware of your programs and am glad you are here for me. I liked the information night you held in Bashaw

I have been frustrated in the past trying to get in to see my doctor. I had a serious problem and couldn't get in to my regular doctor (a month long wait). I went out of town and was seen within days. I have tried to get to my doctor in town here before and have had to wait over 2 weeks and often just took the first available doctor

The health care system as a whole needs some major work. Our seniors are being treated unacceptably

I really like my family Doctor but sometimes it is not easy to get in to see him right away. He is very busy

Keep PCN - Wonderful!

I feel that PCN services are duplicate services of St. Mary's, Mental Health & Home Care services already provided

NO

There is typically a ridiculous wait to get an appointment and when

was a concern and I had no one to go to!!

I don't use the computer

I believe that health care costs limit services. We could curb costs significantly if we did not have to return to a GP for re-referral to Specialists once we have been seen

I used the prenatal clinic (the Friday one at the walk in clinic). It was terrible to have to rotate through doctors. I now encourage my family and friends to go to Edmonton for prenatal care

None

I am extremely thankful to have access to the PCN in Camrose. I get better info from the profession. I get a lot from the courses, they're a great program. Thank you!

I love PCN workers - caregivers - angels to me

I sure wish that our hospital was able to accommodate surgeries by specialists, such as ENT's that are waiting for an operating bed in Edmonton, so that our 18 year old daughter could finally have her tonsils removed. Our ENT was flatly refused

We need health care with information about Holistic approaches, like using essential oils, or better nutrition, not drugs which damage the liver
My mother is in the early stages of dementia and has been referred to Dr. Val Smith at the PCN. We've been very impressed with the care she has received. Between the health care aides where she resides, her family doctor and the PCN she is receiving excellent care and being treated with compassion and respect

I note there is no support for those with intestinal/bowel problems, etc.

there is a half decent doctor they very quickly get discovered and everyone starts going to the same one which makes it harder yet to get in!

I don't understand why a person in Camrose cannot make an appointment with another family doctor, if we already have a family doctor. We may be looking for a new family doctor, who we are more comfortable with

Thanks for opportunity

In regards to question 5, I answered the same day because I see my doctor every six weeks and book the next appt. as I leave the clinic. I typically always get the day I ask for

I'd like to see physicians use nurse practitioners to help decrease their wait times. Maybe then you could see your doctor in a timely manner

Very impressed by the PCN staff and care

None

PCN provides invaluable services, in my experience with Diabetic counseling and education

It's hard to build up confidence in our doctors when they don't stick around. They all leave to go to bigger centers as soon as they get their permanent residency

PCN is an excellent program.

None

I feel the PCN is a very helpful and much needed service.

although this is a very common problem nowadays

Keep up the excellent work that you provide to the people

The consistency of care is something that puzzles me. Over several pregnancies, I was dealt with differently each time, in terms of tests being sent for and the amount of appointments. There doesn't seem to be a standard. It's similar to checkups for babies. Relatives in other parts of the province had doctors who wanted to see their babies at regular intervals... when I took my daughter in for a one year checkup, I was told not to bring her in unless I had concerns. 2 years later, I was told by a friend that the same doctor sees her healthy child for regular checkups. Where is the consistency and standard that we can expect? Aside from those thoughts, I feel the PCN is doing a great job of promoting health and wellness in the region. Thank you for your efforts and enthusiasm!

We need more after hour services. Walk in closes at 7 and is usually closed way earlier due to how many people are waiting. We also need more improvement at the St. Mary's emergency you wait way to long to talk to anyone at the administration desk. Once I waited 3 hours to tell them my daughter's info and why we were there. The nurse was more concerned about filling the fridge with juice and handing out coffee to other staff members. This really needs to be looked into! This is consistent and very disappointing.

If it wasn't for PCN I'd be a babbling idiot they helped the most even more than the doctor.

Where and how do we make appointment to see a PCN

Karen is fantastic and so is Aaron! Thanks!

Postnatal services are a duplication it seems of what the Health Unit has. Is this not a waste of resources?

These may already be available and I have not seen them but programs for seniors. For example balance, weight bearing exercises as a group that is affordable

T4V

This is the best thing my doctor did for me. Was recommend the Primary Care Network

Seminar today was presented excellent. Thank you!

Allow other doctors to come into town and let them have hospital access without having to be at the smith clinic or being on the board of directors	I really think the health care system could be more effective if pharmacist could refill more prescriptions by accessing the patient and that nurses with special training could do medicals for companies and if they found problems the person would have to see a doctor. For example high blood pressure. this would free up doctors for patients that can't get in
More things need to happen in the rural areas	I am in the process of changing my family doctor and with the help of a great nurse I was able too
Sometimes we don't know because we don't care enough to find out - until we 'need' something, and then we wonder why the information and services have not been made known to us...	I am very unsatisfied with the nurses
Please add sports coach specific courses	It is very difficult to get in to see your family doctor. If you don't like your doctor it's impossible to switch, which is frustrating for me
Very happy to have PCN services	I feel others would probably like more opportunity to provide input rather than randomly complain to friends/family
Make PCN services available without doctor's referral.	The emergency department on-call physicians should refer to PCN for follow up if they do not have time for children. I'm at the doctor today following up with child's head injury. 5 months and the bump is still there!
Camrose needs to be a city promoting healthy living options. There should be incentive programs to help cover cost of gym memberships, walking tracks, swimming etc. This especially is because we can't exercise all year round due to weather outside	Somehow since exercise is as important to continued good health, it should be made accessible easily available and minimum expense to everyone
Very happy to have first rate doctors clinic in Bashaw	I am rarely sick therefore poor candidate for info
Bashaw Clinic is awesome	Very pleased with my family doctor